



FOCUS ON TEAMWORK

Welcome new TISM team members

We are fortunate to have recruited several new Department Coordinators and Backup Coordinators, as well as new team members from various departments.

From the Department of Corrections we welcome Leo Lalonde, State Administrative Assistant with the Bureau of Human Resources, as the new Backup Coordinator. He is a 20 year state employee having previously served as the Department's Public Information Officer; and as Chief Deputy Director for the former Department of Licensing and Regulation. He served four years in the Michigan House of Representatives.

From the Department of State, Grace Ramirez serves as the Department Coordinator and Lori Bozung is the Backup Coordinator. Grace has been with the State of Michigan for 21 years and has worked in four state departments. She is a certified trainer and specializes in Employee Relations and Performance Management. Lori has worked for the State of Michigan for 22 1/2 years, all with the Department of State. She has worked in Human Resources for 18 years and currently handles unemployment and disability management.

Serving on the TISM Ad Hoc Committee as MCO Liaison is Karen Mazzolini. Karen has extensive experience in Labor Relations and served as the Chairperson of the Bargaining Unit for TOP and then worked for PACE for 13 years. Karen has been with MCO for seven years.

From the Department of Community Health we welcome six new team members. From the Kalamazoo Regional Psychiatric Hospital we have Bette Edmonds and Roselyn Kesselly who will serve as Peer Support team members. From the Mt. Pleasant Center we welcome Deanna Pitts as a Mental Health Lead, and Robin Hart and Love Vavzincak as Peer Support team members. From the Riverside Correctional Facility in Ionia, Tracie Swain joins the team as a Peer Support team member.

From the Department of Human Services we welcome Otissteen Blair as a Mental Health Lead and Pat Shoner as Peer Support. Otissteen and Pat are from the Maxey Training Center and will primarily support Wayne and Livingston counties.

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Bryan Renaud and Mark Richards are the newest members of the DLEG Health and Safety team and will serve as Peer Support for that specialized team.

From the Department of Corrections we welcome seven new team members. Anika Stewart and Nicole Dahl will serve as Peer Support. Anika is from Central Office and Nicole is from Marquette Branch Prison (MBP). Also from MBP is Doug Bushong who is a Mental Health Lead. Robert Carr, Christine Reitzell, Roland Samaroo, and Russ Scabo also join the team as Mental Health Lead workers. Robert works at Mid Michigan CF and Christine is from Parnell. Roland works at Ryan and Russ is from St. Louis CF.

Retirements

We also offer thanks to team members who have recently retired. Cynthia Beal served on the TISM Ad Hoc Committee since the beginning of the TISM Program. Cynthia was presented with a Certificate of Appreciation from Harry Hunter, Director, Employee Service Program, at the April TISM Ad Hoc Committee meeting. Marie Alcalá-Cardue retired in January. Marie had also been with the program since its inception and also received a Certificate of Appreciation from the TISM team leadership.

More Thanks – to You!

TISM team members play a vital role in the success of the program and your ongoing dedication and commitment is appreciated. Thanks to all of the TISM team members who are prepared to respond and assist as needed. The following team members actively assisted with direct services or educational support as of August 2007.

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|----------------|------|------------------------|------|--------------------|------|------------------|------|
| Deb Anderson | DNR | Steve Darling | MSP | Peter Mason | DMB | Roland Samaroo | DOC |
| Neil Askew | DEQ | John Fahrne | DLEG | Kathleen McFarland | DOC | Carol Schrauben | DOC |
| Lori Bozung | DOS | Denise Gerth | DOC | Steve Meno | DCH | Jeff Silva | DLEG |
| John Byrne | DLEG | Kevin Gilday | DLEG | Cindy Mey | DHS | Robin Spaulding | DLEG |
| Doug Bushong | DOC | Andrea Hartman | DMB | Lee Padula | DCH | Don Trefry | DLEG |
| Sharon Cameron | DHS | Sherri Johnson | DCH | Grace Ramirez | DOS | James Vilgos | DOC |
| Robert Carr | DOC | Mike Judd | DNR | Gwen Ray | DHS | Wright Wade | DOC |
| Dennis Clinger | DOC | Jeff Kelley | DLEG | Christine Reitzel | DOC | Sheila Wilkinson | DOC |
| Beth Combs | DMB | Sharon Lawrence-Taylor | DNR | Bryan Renaud | DLEG | Robert Wolford | MSP |
| Mike Comer | MSP | Deb Manoleas | DOS | Mark Richard | DLEG | Jim Zoccoli | DLEG |

TISM New Team Member Video-conference

New team members were provided an orientation of the program, with the various TISM policies and procedures utilized within the program. The meeting took place at the Department of Corrections' Central Office in Lansing, with participants "beamed-in" from Macomb, Kalamazoo, Livingston, Marquette, Mt. Pleasant and Jackson. The orientation meeting was a success and new team members were excellent participants. We owe a great deal of appreciation to DOC's leadership as they supported the event at their facilities and coordinated the entire event with all of the various locations. Special thanks to Tony Lopez and Lynnette Holloway!

Department of State

On May 16, 2007, team members from the Department of State held a meeting to introduce the Department's new TISM Coordinator Grace Ramirez to the team and to address TISM related questions. Melinda Mackey, Statewide TISM Coordinator, facilitated a review of the TISM manual and various protocols, and led a debriefing role play to refresh and enhance team members' skills. Lots of questions were answered and issues clarified. The meeting was received favorably by the team members who gained confidence in their abilities.

Fall TISM Inservice Cancelled For 2007

We are hopeful that the Inservice will be back on the calendar for 2008.

Michigan Crisis Response Association (MCRA)

The MCRA has a new web address - visit their site at www.mcrainc.com. MCRA is offering their fall training September 23-25, 2007 and Peter Volkmann will be the keynote speaker.

Looking for an opportunity to get more Critical Incident Stress Debriefing experience? Check out the MCRA local teams.



Skill Center - Small Crisis Management Briefings

We continue to provide services within our broad continuum. At the 2006 TISM Inservice, Peter Volkmann talked about several updates to Critical Incident Stress Management Standards of Care. Two areas that he focused on were related to Crisis Management Briefings (CMB). We know the traditional CMB as an intervention for large groups. Volkmann introduced the Small Crisis Management Briefing (SCMB), which follows the CMB protocol but is set up in a Traumatic Incident Stress Debriefing circle.

We may utilize the SCMB when:

- staff are highly emotional
- facts are needed to stop rumors
- we're not sure who may be traumatized
- TISD or defusing is counter productive

The goal of an SCMB is to provide information to individuals who may be directly and indirectly impacted by the event. The components include a review of relevant facts about the event, a brief presentation about psychological reactions, and information about how to access supportive resources such as the State of Michigan Employee Service Program.

The facts are presented by a designated representative of the department. TISM team members provide education and normalization around possible signs and symptoms of acute stress, referral to the Employee Service Program, allow for Q&A, and assess the need for any one-on-one interventions.

Providing a CMB requires planning and coordination. The decision to provide any service within the continuum of TISM services is approved in conjunction with department officials. All incidents are assessed by the Statewide TISM Coordinator or designee, and an appropriate level of service (such as a SCMB) is scheduled and appropriately arranged.

Employee Service Program Website

To learn more about the Employee Service Program, the online Systematic Stress Management Program, and other helpful screening tools and articles, visit: www.michigan.gov/esp or call [800-521-1377](tel:800-521-1377).

TISM Frequently Asked Questions (FAQs)

As a TISM team member, have you ever been asked a question about TISM services and stumbled over your response? A one-page FAQs tip sheet has been designed to assist employees, supervisors and managers better understand the TISM program. It's a great resource for you too. See the final page of the TISM Bulletin and keep it as a handy reference.

ESP Staff:

Harry Hunter, Jr., Director
Beth Combs, Clinical Manager
Maria Lewis, Executive Secretary
Melinda Mackey, State TISM Coordinator

**Employee Service Program/TISM
Frequently Asked Questions**

- Q. **Who do we call to consult about a possible TISM situation?**
A. Call your Department TISM Coordinator or Melinda Mackey, Statewide TISM Coordinator, at **800-521-1377**. If Melinda is not available, an ESP counselor will assist you.
- Q. **What is the appropriate timeframe to hold a TISM service?**
A. Call ESP to consult as soon as a traumatic incident has occurred. The assessment process will begin immediately. The timeframe for a specific response depends on the incident and service being provided. Here are some examples:
Within 12 Hours one (or more) of the following:
Consultation – Information gathering, assessment and education.
1:1 Individual Intervention – Individual crisis response to facilitate reduction of acute stress. It may be by phone with an ESP Counselor or in person with a TISM team member.
Crisis Management Briefing – Informational meeting to groups of employees who may be directly and indirectly impacted by the event. This includes relevant facts about the event, information about possible reactions, and how to access ESP resources.
Defusing – A three phase small group crisis intervention designed to facilitate a return to pre-incident functioning. It may be offered in a series to accommodate volume of employees.
- 1-10 Days After Event:**
Debriefing – A seven stage crisis intervention designed to reduce symptoms and facilitate psychological healing. This is generally provided 48-72 hours post-incident to a homogeneous group of employees who experienced the same event.
- Q. **Why isn't a debriefing done immediately?**
A. If a debriefing occurs too early the psychological benefit is diminished. A minimum of 24 hours should pass before holding a debriefing to allow the initial reactions of shock and disbelief to lessen. If appropriate, more immediate responses would be a Crisis Management Briefing or Defusing.
- Q. **Who decides what service to provide, if any?**
A. The Employee Service Program is responsible for making the determination regarding the most appropriate service. Through consultation with key on-site personnel and the Department Coordinator, a thorough assessment will take place and appropriate recommendations will be made. The TISM response may be a single service or include several types of assistance.
- Q. **Who decides who participates in the services provided?**
A. Each situation is unique and the above mentioned process includes identification of individuals who may benefit from a variety of services. When a **debriefing** is to take place, it is critical to have only those who were directly involved in the event participate in the service. Other individuals may benefit from individual assistance on-site (if a team is on-site), or with an ESP counselor by phone or in an ESP office.
- Q. **Can an employee be mandated to attend a TISM service?**
A. No, TISM services are voluntary. Employees who have experienced a traumatic event can benefit from participation, but attendance is voluntary. Participants who do attend group services share their experiences within their own level of comfort.
- Q. **How do we inform potential participants of the service?**
A. The Department Coordinator will assist with communications and announcements to staff after consultation has occurred with ESP. Communication of TISM services should be presented in a positive and encouraging manner focusing on employee support.
- Q. **What if employees change their minds and decide not to attend?**
A. Employees who have expressed interest in participating in a TISM service should be invited to attend, however attendance is voluntary. An invitation to participate can result in a common reaction of some discomfort. Assure employees that TISM services are not investigations, and that the focus is on healing and prevention of long term reactions that could have negative effects. Once a debriefing has been scheduled there is an expectation that the anticipated participants will attend.